

COUNTY OF LOS ANGELES - DEPARTMENT OF MENTAL HEALTH  
PROGRAM SUPPORT BUREAU

Departmental Quality Improvement Council Meeting

A G E N D A

August 13, 2012  
9:00 – 10:30 a.m.  
550 S. Vermont Ave., 2<sup>nd</sup> Floor Conference Room  
Los Angeles, CA 90020

Martha Drinan, RN, MN, Chair

Carol Eisen, M.D., Co-Chair

I	9:00 - 9:05	Introductions & Review of Minutes	QIC Members
II	9:05 – 9:35	SA QIC Reports & Countywide Children's QIC Report	SA QIC Chairs/ Co-Chairs
III	9:35 – 9:40	Cultural Competency Report <ul style="list-style-type: none"><li>➤ Cultural Competency Committee Update</li><li>➤ Cultural Competency Summit Update</li></ul>	S. Chang Ptasinski
IV	9:40 – 9:50	Clinical Quality Improvement <ul style="list-style-type: none"><li>➤ OMD Report</li><li>➤ Psychiatrist Peer Review - Update</li></ul>	C. Eisen
V	9:50– 10:00	PRO Report	M. Williams
VI	10:00 – 10:10	Consumer Access To Services Test Calls <ul style="list-style-type: none"><li>➤ Progress Update</li></ul>	M. Crosby
VII	10:10 – 10:20	Consumer Perception Survey August 2012 Surveys – <ul style="list-style-type: none"><li>➤ Distribution</li><li>➤ Survey Period</li><li>➤ Survey Drop Off</li></ul>	M. Borkheim M. Crosby
VIII	10:20 – 10:30	State DHCS Protocol Training August 23, 2012 – RSVP Reminder	M. Crosby
		Announcements: Monday Holidays – October 8, (Dark) and November 12, 2012.	M. Crosby

Next Meeting  
September 10, 2012  
9:00 – 10:30 a.m.  
550 S. Vermont Ave.  
2nd Floor Conference Room  
Los Angeles, CA 90020

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH  
QUALITY IMPROVEMENT COUNCIL (QIC) Minutes**

<b>Type of Meeting</b>	<b>Departmental Quality Improvement Council</b>	<b>Date</b>	<b>August 13, 2012</b>
<b>Place</b>	<b>550 S. Vermont Ave., 2<sup>nd</sup> Floor</b>	<b>Start Time:</b>	<b>9:00 a.m.</b>
<b>Chairperson</b>	<b>Martha Drinan</b>	<b>End Time:</b>	<b>10:00 a.m.</b>
<b>Co-Chair Person</b>	<b>Carol Eisen, M.D.</b>		
<b>Recorder:</b>	<b>Maria Gonzalez</b>		
<b>Members Present</b>	Alan Lert; Alyssa Bray; Anahid Assatourian; Bertrand Levesque; Carol Eisen; Claudia Fierro; Debi Berzon-Leitelt; Doris Benosa; Gassia Ekizian; Greg Tchakmakjian; Jessica Wilkins; Kimberly Floyde-Vanvelzen; Kimber Salvaggio; Kumar Menon; Lisa Harvey; Lisha Singleton; Marc Borkheim; Marcy Pullard; Maria Gonzalez; Mary Crosby; Mary Ann O'Donnell; Melody Taylor Stark; Michael Tredinnick; Michele Munde; Michelle Rittel; Monika Johnson; Moses Adegbola; Rashied Jibri; Rhannon De Carlo; Sandra Chang Ptasinski; Stacy Atkins; Trudy Washington;		
<b>WebEx Participants</b>			
<b>Excused/Absent Members</b>	Ann Lee; Angela Kahn Don Gonzales; Emilia Ramos; Fang Xie; Julie Agojo; Julie Valdez; Kari Thompson; Kimberly Spears; Leah Carroll; Leticia Ximenez; Leslie Shrager; Lupe Ayala; Martha Drinan; Michelle Chiappone; Nina Johnson; Sam Keo; Sylvia Guerrero; Timothy Beyer; Vandana Joshi		
<b>Agenda Item &amp; Presenter</b>	<b>Discussion and Findings</b>	<b>Decisions, Recommendations, Actions, &amp; Scheduled Tasks</b>	<b>Person Responsible &amp; Due Date</b>
<b>Call to Order &amp; Introductions</b>	The meeting was called to order at 9:00 a.m.	Introductions were made.	C. Eisen
<b>Review of Minutes</b>	The minutes were reviewed and approved.	Minutes were reviewed and approved with requested changes.	QIC Membership

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
<b>SA QIC Liaison Reports</b>	<b>SA 1:</b> A follow-up meeting is scheduled to go over the materials from the State Performance Outcomes Survey Training.	Next meeting: August 28, 2012.	K. Floyd-Van-Velzen
	<b>SA 2 Adult:</b> State Performance Outcomes Survey Training was conducted. The training was well attended.	Next meeting: September 20, 2012.	K. Salvaggio
	<b>SA 2 Children:</b> All members attended the State Performance Outcomes Survey Training.	Next meeting: August 16, 2012.	M. Rittel
	<b>SA 3:</b> State Performance Outcomes Survey Training was held.	Next meeting: August 15, 2012.	M. Taylor
	<b>SA 4:</b> State Performance Outcomes Survey Training was held.	Next meeting September 18, 2012.	A. Bray
	<b>SA 5:</b> State Performance Outcomes Survey Training was held. Test Calls project was discussed.	Next meeting: September 11, 2012.	M. Johnson
	<b>SA 6:</b> State Performance Outcomes Survey Training was held. Test Calls were discussed.	Next meeting: August 23, 2012.	S. Atkins
	<b>SA 7:</b> No report.		
	<b>SA 8:</b> State Performance Outcomes Survey Training was held. Continue working on QI Project.	Next meeting: September 19, 2012.	M. Munde

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
<b>Countywide Children's</b>	Paul McIver provided an update on AB3632.	Next meeting: November, 2012.	L. Singleton
<b>Cultural Competency Committee</b>	Dr. Chang-Ptasinski is working on the upcoming annual meeting which will focus on reviewing this years cultural competency organizational infrastructure changes and cultural competency integration. Ms. Chang-Ptasinski announced the upcoming Cultural Competency Summit, which will focus on EBP's for Latino and African American communities.	Next meeting: September 12, 2012. 695 S. Vermont Ave., 15 <sup>th</sup> Floor at 1:30 p.m. Cultural Competency Summit will be held in San Diego California, 12/6 and 12/7/12, at no charge. If you are interested in participating please go to the website at <a href="http://www.culturalcompetecesummit.org">www.culturalcompetecesummit.org</a>	S. Chang-Ptasinski
<b>Clinical Issues OMD Report</b>	Dr. Eisen provided an update on a new Chief Pharmacist, Russell Kim, Pharm. D., who is now works in the Pharmacy Division. The Peer Review psychiatrist results are not yet ready.	A de-identified report on psychiatrist peer review is not finalized. As soon it becomes available it will be distributed at the next Departmental QIC Meeting.	C. Eisen M. O'Donnell
<b>PRO Request for Change of Provider Report</b>	No report at this time.		R. Jibri
<b>Consumer Access to Services Test Calls</b>	Consumer Access Test Calls are progressing. A reminder email was sent to Service Area Liaisons to submit their Test Calls. A make up week is scheduled for the end of August.	It was clarified that the ACCESS Center does not have a caller ID to identify staff calling from clinics.  Each Service Area is assigned a one-week period in which to complete Test Calls. SA Chairs/Co-Chairs are encouraged to contact T. Beyer if there are any questions/concerns.	M. Crosby

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
<b>Consumer Perception Survey August 2012 Surveys</b> <ul style="list-style-type: none"> <li>• Distribution</li> <li>• Survey Period</li> <li>• Survey Drop Off</li> </ul>	<p>QI Liaisons are in the process of distributing the State Performance Outcomes surveys. All consumers who receive outpatient services by the randomly selected providers during the survey period of August 20-24 should be given an opportunity to complete the appropriate MHSIP satisfaction survey forms.</p>	<p>Surveys forms must be download from LACDMH website. Service Area staff that encounter problems should contact their SA Liaisons.</p>	M. Borkheim
<b>State DHCS Protocol Training 8/23/12</b>	<p>Ms. Crosby announced the Annual State Protocol Training to be provided by DHCS. Training will be held August 23, 2012, from 11:00 AM to 1:00 PM. The training will feature FY 2012 – 2013 Medi-Cal Compliance Protocol, Medi-Cal Certification, and Re-Certification, Professional Licensing Waivers, Transition from DMH to DHCS, and Cultural Competency.</p>	<p>Please RSVP to Chi Rajalingam, Ph.D. SCQIC Co-Chair, Health and Human Services Agency (HHSA) Behavioral Health Division at <a href="mailto:crajalingam@ochca.com">crajalingam@ochca.com</a> or (714) 834-5937, to attend in person. <b>For Telephone Conferencing:</b> <b>Call-in No. 1-877-820-7831 -</b> Participant Code <b>915513#</b> (You must enter the # sign after the Code)</p>	M. Crosby
<b>APS/CAEQRO Annual Report</b>	<p>APS/CAEQRO will highlight the LAC-DMH <u>Quality Improvement Tools</u> booklet in their annual Report for Exemplary and Promising Initiatives in FY11-12.</p>		
<b>Handouts</b>	<p>➤ Save the Date!! 8/23/12 Annual State Protocol Training FY 2012 – 2013</p>		
<b>Announcement</b>	<p>Question: November meeting – reschedule or cancel? Will vote at next meeting.</p>		M. Crosby
<b>Next Meeting</b>	<p>September 10, 2012</p>		

Respectfully Submitted,

Carol Eisen, MD